



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 2403

SERIAL NUMBER 09/784,520	FILING DATE 02/15/2001 RULE	CLASS 703	GROUP ART UNIT 2123	ATTORNEY DOCKET NO. 22491-010
------------------------------------	---	---------------------	-------------------------------	---

APPLICANTS
Edward P. Bagdonas, Newton, MA;
Jonathan P. McClure, Beverly, MA;
Michael T. Renzi, Rowley, MA;
Ramesh Ramachandran, Burlington, VT;

**** CONTINUING DATA *******
None.

**** FOREIGN APPLICATIONS *******
None.

IF REQUIRED, FOREIGN FILING LICENSE GRANTED SMALL ENTITY ****
** 04/07/2001

Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY MA	SHEETS DRAWING 14	TOTAL CLAIMS 13	INDEPENDENT CLAIMS 2
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after				
Verified and Acknowledged Examiner's Signature: <i>[Signature]</i> Initials				

ADDRESS
Brett N. Dorny, Esq.
Mintz, Levin, Cohn, Ferris,
Glovsky and Popeo, P.C.
One Financial Center
Boston, MA 02111

TITLE
Method and apparatus creation and performance of service engagement modeling

FILING FEE RECEIVED 420	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
-----------------------------------	---	---